

AMENDMENTS TO THE CLAIMS

This listing of claims will replace all prior versions of claims in the application:

Listing of Claims:

1. (Currently Amended) A method for automated handling of a service problem discovered and reported by a user of a wireless telecommunications device, comprising ~~the steps of:~~
employing at least one processor to execute computer executable instructions stored on at least one computer readable storage medium to perform the following acts:
 - receiving identification information identifying the wireless telecommunications device;
 - receiving information about system conditions, associated with ~~the service a~~
problem relating to a service provided to the wireless telecommunications device, directly from the user of the wireless telecommunications device;
 - requesting additional information about system conditions via a user interface based in part on decision tree logic to facilitate identification of a specific nature of the service problem;
 - receiving the additional information via the user interface;
 - identifying a specific nature of the service problem based in part on an analysis of system condition data obtained from at least one of the received information or the received additional information, the analysis includes comparison of ~~by comparing~~ the system condition information to a database of known problems; and
 - automatically effecting a corrective action responsive to the specific nature of the service problem without human intervention, wherein the corrective action includes adjustment of settings of one or more network components that facilitate providing the service to the wireless telecommunications device, ~~though through~~ execution of computer instructions that are communicated to the one or more network components.

2. (Previously Presented) The method as recited in claim 1, further comprising the step of prompting the user of the wireless telecommunications device to input the identification information.
3. (Previously Presented) The method as recited in claim 1, wherein the wireless telecommunications device is a mobile telephone.
4. (Cancelled)
5. (Previously Presented) The method as recited in claim 1, wherein the one or more network components comprise a switch and wherein the corrective action includes adjusting the settings of the switch.
6. (Currently Amended) The method as recited in claim 5, further comprising, wherein the computer instructions are communicated to the switch through automatically initiating a telnet session to connect to a switch and adjust one or more setting associated with the wireless telecommunications device through the connection.
7. (Previously Presented) The method as recited in claim 1, wherein the corrective action includes downloading settings or software updates to the wireless telecommunications device.
8. (Previously Presented) The method as recited in claim 1, wherein the wireless telecommunications device and the computer server communicate through a computer network.
9. (Previously Presented) The method as recited in claim 8, wherein the computer network is the Internet.
- 10.-11. (Cancelled)

12. (Currently Amended) A method that facilitates automated handling of a service problem ~~computer-readable medium having computer-executable instructions stored thereon which~~, upon the identification of a service problem by a user, comprising perform the acts of:

employing at least one processor to execute computer executable instructions stored on at least one computer readable storage medium to perform the following acts:

receiving identification information identifying a wireless telecommunications device;

prompting a user to input information about a service problem associated with a service provided to the wireless telecommunications device via a user interface based in part on decision tree logic to facilitate identification of a specific nature of the service problem;

receiving information about system conditions associated with the service problem directly from the user of the wireless telecommunications device via the user interface;

identifying the nature of the service problem by comparing the information about the service problem to a database of known problems; and

automatically effecting a corrective action responsive to the nature of the service problem without human intervention, wherein the corrective action includes adjustment of settings of one or more network components that facilitate providing the service to the wireless telecommunications device, through ~~though~~ execution of computer instructions that are communicated to the one or more network components.

13. (Previously Presented) The computer-readable medium as recited in claim 12, wherein the wireless telecommunications device is a mobile telephone.

14. (Previously Presented) The computer-readable medium as recited in claim 12, wherein the act of automatically effecting a corrective action includes communicating instructions to one or more network components to adjust settings associated with said one or more network components.

15. (Previously Presented) The computer-readable medium as in claim 14, wherein said network components are switches.

16. (Withdrawn) A system for troubleshooting and correcting a service problem associated with a wireless telecommunications device, comprising:

a server comprising diagnostic logic, wherein the server is configured to receive an input from a user when the user identifies a service problem, wherein the input includes identification information and information about conditions associated with the service problem, and

wherein the server is operable to evaluate the inputted information and to correct the service problem without human intervention by modifying one or more settings of a network component associated with the service problem.

17. - 18. (Cancelled)

19. (Withdrawn) The system as recited in claim 16, wherein the wireless telecommunications device is a mobile telephone.

20. (Cancelled)

21. (Withdrawn) The system as recited in claim 16, wherein the network component is a switch.

22. (Previously Presented) The method as recited in claim 1, further comprising the step of automatically determining identification information associated with at least one of the user or the wireless telecommunications device.

23. (Withdrawn) The system as recited in claim 16, wherein the server automatically determines identification information associated with at least one of the user or the wireless telecommunications device.

24. (Previously Presented) The method as recited in claim 1, wherein the computer instructions are preprogrammed fixes that are stored in a database and are responsive to the service problem.

25. (Previously Presented) The method as recited in claim 1, wherein the corrective action includes employing an Over-the Air (OTA) server to at least one of download settings, software updates or maintenance programs to the wireless telecommunications device.
26. (Previously Presented) The method as recited in claim 1, wherein the corrective action includes modification of customer-related information on an internet access server.
27. (New) The method as recited in claim 5, wherein the switch is at least one of the user's home switch or a serving switch associated with the wireless telecommunications device.
28. (New) The method as recited in claim 1, further comprising, providing the user information associated with the settings of the one or more network components when identified that the system conditions are intentionally set.
29. (New) The method as recited in claim 1, further comprising, connecting the user to a billing system when the specific nature of the service problem is identified as failure to pay a bill.
30. (New) The method as recited in claim 1, wherein the corrective action includes employing an Over-the Air (OTA) server to at least one of effectuate a billing change or update an intelligent roaming database (IRDB), associated with the wireless telecommunications device.